



**ORDER MANAGEMENT SERVICES  
AND  
STERLING PLATFORM**

**Task Order Number: 47QSCC18F0008XF98**

**Off Alliant GWAC Contract: GS00Q09BGD0034**

**QP Number: TBD**

**July 26, 2018**

## **SECTION C**

### **PERFORMANCE WORK STATEMENT**

#### **C.1 BACKGROUND**

As stated previously, the purpose of this RFQ is to establish a TO with an Alliant GWAC contractor that will be responsible for operating, maintaining, developing and enhancing GSS's OMS solution; and, providing program management, vendor integration services, reporting and analysis, and transition. GSS's current OMS solution is based on IBM Sterling and Websphere products.

#### **C.2 SCOPE OF WORK REQUIREMENTS**

The contractor will be expected to operate and maintain the current OMS solution and provide systems development (i.e., changes and enhancements). The contractor shall assign a capable team consisting of at least a program manager, solution architect, requirements manager, O&M manager, B2B manager, and a database and reports manager to perform the duties outlined in the solicitation. It is preferred that key personnel on this team be familiar with the business support processes of GSS.

Furthermore, key personnel must be skilled in the functions required for successfully executing the tasks outlined in the PWS and must have expertise in the following subject areas:

- Business Objectives
- Project Management
- Application Enhancement (Development, Modernization, & Enhancement (DME))
- Application Sustainment (Operations and Maintenance)
- Integration (Electronic Data Interchange)
- OMS Business Analytics (Reporting and Analytics)
- Transition

##### **2.1 Solution Provider**

The OMS solution is GSS's order processing system of record enabled by a solution architecture comprised of web services and system interfaces between OMS and internal GSA applications, vendor systems, and customer systems.

The four primary OMS business functions consist of: order processing, PO writing, business-to-business (B2B)/vendor integration, and analytics/reporting. See **Attachment 1** for a detailed description of OMS business functionality.

The COTS IBM-Sterling Commerce software with extensions represents the core of the OMS solution. Through a series of custom interfaces and web services, the platform connects GSA SCM, AM, and RO with multiple order input channels including DLMS, GSA Advantage! GSA Global Supply, USMC ServMart, and GSA Enhanced Check-Out (GECO) (point of sale); and multiple business applications including acquisition/contracts, catalogs, finance, and customer service. See **Attachment 2** for a detailed description of the OMS solution architecture.

## 2.2 Task Orders and Deliverables

The contractor shall deliver:

- Task 1-Program Management Support
- Task 2-Application Enhancement (DME)
- Task 3-Application Sustainment (Operations and Maintenance)
- Task 4-Electronic Data Interchange (EDI)
- Task 5-OMS Business Analytics (Reporting and Analytics)
- Task 6-Transition

Task 1 describes the program management requirements for the awardee. Task 2 outlines the general requirements for enhancements and future functionality, to be further defined and established via contract modifications at GSA's discretion. Task 3 describes the ongoing OMS sustainment requirements (e.g., operations, performance requirements, help desk, incident and defect resolution). Task 4 describes the requirements for major interface/integration points between OMS internal GSA systems, external customers, and vendors. Task 5 presents current and future requirements for value-added business analysis based on operational data (e.g., "canned" reports, ad-hoc reports, analytics). Task 6 describes the awardee's requirements for transition-in and transition-out planning.

### **Task 1: Program Management Support**

The contractor shall provide program management for the OMS solution that meets GSS's objectives and provide qualified subject matter experts to develop, test, implement, sustain, coordinate, and govern the solution to include any necessary onsite or offsite support personnel. In addition, the contractor is responsible for all management and administrative tasks and subtasks associated with performance under this contract.

The scope of OMS program management includes, but is not limited to:

- Project Planning, Scheduling, Execution, Monitoring, and Controlling
- Risk Management
- Configuration Management
- Requirements Management
- Business Process Management
- Quality Assurance
- Communications and Change Management
- Training

The following represents Program Management subtasks under Task 1:

**Subtask 1.1.** The Contractor shall provide a program management approach consistent with best practices (e.g., Project Management Body of Knowledge, PMBOK) that facilitates communication and collaboration, and delivers clear visibility into program cost, schedule, performance, and risk.

**DELIVERABLES:** 1) Comprehensive Program Management Plan, 2) Project Schedule

**Subtask 1.2.** The Contractor shall research and present new tools, methods, technical and

program management constructs to reduce the cost of new and existing OMS capabilities while maintaining or improving service levels. The contractor shall then apply these new tools, methods, technical and program management constructs after approval by GSS.

**Subtask 1.3.** The Contractor shall provide regular status updates, status reports, and periodic program management reviews that include FAS leadership, the OMS program management team, and key stakeholders.

**DELIVERABLES:** 1) Weekly status reports; 2) Quarterly Program Management Reviews (PMRs)

**Subtask 1.4.** The Contractor shall identify and actively manage technical and operational risks that could impact business operations.

**DELIVERABLES:** 1) Risk Management Plan; 2) Risk Matrix

**Subtask 1.5.** The Contractor shall provide processes for incident management and proactive problem management in accordance with the Service Level Agreement (SLA) (Attachment 7, PWS Category: Project Management) Attachment 7: Quality Assurance Surveillance Plan (QASP). The Contractor shall provide standardized methods and techniques to support the established OMS Governance and change management processes. GSA's preferred tool for these activities is HP's Application Lifecycle Management (ALM) Suite. The Contractor may use its own tools but will need to provide input to ALM in the form of direct entry or data extracts that can be imported into ALM on a routine basis. GSA will use ALM as the source of record for OMS requirements traceability and validation.

**DELIVERABLE:** Periodic data extracts for ALM

**Subtask 1.6.** The Contractor shall provide a program management approach that facilitates business process integrity and data quality.

**Subtask 1.7.** The Contractor shall provide and maintain a configuration management approach that emphasizes governance and requirements traceability.

**DELIVERABLES:** 1) Configuration Management Plan; 2) Requirements Traceability Matrix

**Subtask 1.8.** The Contractor shall provide a process that ensures accountability and evidence that testing was successfully completed and user requirements were validated.

**DELIVERABLE:** Test Plan

**Subtask 1.9.** The Contractor shall develop and provide timely training for OMS users in collaboration with GSA to ensure that the Contractor's interpretation of requirements for training aligns with GSA's expectations. Training includes, but is not limited to, virtual training, classroom training, videos, and training documentation.

**DELIVERABLE:** Training Plan

**Subtask 1.10.** The Contractor shall support GSS's communications and change management processes. This includes, but is not limited to providing input to communications materials, providing periodic information briefings, participating in site visits, and keeping leadership

informed.

**Subtask 1.11.** The Contractor shall provide sufficient documentation to allow GSS employees to execute business processes in the solution. The Contractor shall manage solution documentation in GSA's collaboration environment (Google Drive), and keep documentation up to date.

**Subtask 1.12.** The Contractor shall provide release notes and feature updates upon major and minor releases. This may include FAQs, handbooks/documentation, and checklists to help Tier 1 support personnel understand major changes and respond to users.

**DELIVERABLE:** OMS Release Notes (in user-friendly descriptions for non-technical OMS users)

**DELIVERABLE:** OMS Handbook/User training documentation/dashboards/reports/statistical information/system usage reports in user-friendly descriptions for non-technical OMS users)

**Subtask 1.13.** Using an approved Earned Value Management System (EVMS) methodology, the Contractor shall evaluate and provide periodic reporting on program performance, cost, schedule and risk.

**Subtask 1.14.** The Contractor shall propose a yearly release plan that supports DME and O&M tasks.

**DELIVERABLE:** Release Plan

**Subtask 1.15.** The Contractor shall participate in the OMS governance process and maintain the OMS backlog. (The output of the OMS governance process will be used to create iterative development plans for DME Major Releases to address change requests, modernization efforts or enhancements.)

**DELIVERABLE:** OMS Backlog Analysis Report

**Subtask 1.16.** The Contractor shall provide monthly reporting on Service Level Agreement (SLA) metrics (Attachment 7, PWS Category: Project Management) , and facilitate a process to review and update the SLAs on a regular basis (e.g., quarterly).

**DELIVERABLE:** Monthly SLA Metrics Report

**Subtask 1.17.** Support for Audits, Compliance Reviews, and Independent Assessments

1.17.1. The Contractor shall provide support for audits, compliance reviews, and independent assessments. Support shall include, but not limited to, timely delivery of data, reports, and other artifacts as requested.

1.17.2. The Contractor shall provide an annual Service Organization Controls (SOC 1) Report and bridge/gap letter per OMB Circular A-123.

<b>TASK 1 - OMS PROGRAM MANAGEMENT DELIVERABLE SCHEDULE</b>			
<b>Deliverable</b>	<b>Due Date</b>	<b>Frequency</b>	<b>Period of Performance</b>
Comprehensive Program Management Plan- Subtask 1.1	30 days after award, updated annually	Updated annually	Base year
Project Schedule- Subtask 1.1	30 days after award; updated monthly thereafter	Updated monthly	– Throughout TO PoP
Weekly Status Reports- Subtask 1.3	One business day after weekly status meeting	Weekly	Throughout TO PoP
Quarterly Program Management Reviews (PMRs)- Subtask 1.3	90 days after award	Quarterly	Throughout TO PoP
Risk Management Plan- Subtask 1.4	30 days after award; updated annually	Updated annually	At beginning of each option period
Risk Matrix- Subtask 1.4	60 days after award; updated monthly	Updated monthly	Throughout TO PoP
Data Extracts for ALM- Subtask 1.5	10 business days after delivery of Configuration Management Plan; monthly thereafter	Monthly	Throughout TO PoP
Configuration Management Plan- Subtask 1.7	30 days after award; updated annually thereafter	Updated annually	At beginning of each option period
Requirements Traceability Matrix- Subtask 1.7	30 days after award; updated monthly	Monthly	Throughout TO PoP
Test Plan- Subtask 1.8	30 days after award; updated for each major release	Updated as needed	Throughout TO PoP

Training Plan-Subtask 1.9	30 days after award; updated for each major release	Updated as needed	Throughout TO PoP
OMS Release Notes- Subtasks 1.12, 3.3.2	5 business days prior to major or minor release	Per release	Throughout TO PoP
OMS Handbook/User training documentation/dashboards/reports/statistical information/system usage reports- Subtask 1.12	30 days after transition; updated monthly	Update monthly	Throughout TO PoP
Release Plan- Subtask 1.14	30 days after award, updated for each major release	Updated as needed	Throughout TO PoP
OMS Backlog Analysis Report- Subtask 1.15	60 days after award	One time	–Base Year
SLA Metrics Report- Subtask 1.16	Monthly	Monthly	Throughout TO PoP
SOC1 Report- Subtask 1.17	Annually	Annually	Throughout TO PoP

## Task 2: APPLICATION ENHANCEMENT (DME)

The application enhancement (DME) task covers business needs and user requests that will lead to changes or modifications to IT assets supporting OMS. These changes or modifications are expected to substantially improve capability or performance, optimize system design (reports, interfaces, extensions), implement legislative or regulatory requirements, or help achieve GSA strategic or operational goals. The DME task will be executed as planned releases to improve and expand the OMS solution capability according to the subtasks in **Table B.2**. Performance will be measured according to the Service Level Agreements (SLA) (Attachment 7, PWS Category: Application Enhancement (Development Modernization and Enhancement) t

The Contractor shall collaborate with the appropriate Governance Levels (Executive Steering Group, Business Review Board, Change Control Board, Program Management Office (PMO)), user focus groups, independent test and validation teams, vendors, and GSA IT implementing partners to mutually elicit and develop requirements that will constitute DME major releases. It is imperative that the DME requirements management process involve key stakeholders in the development of acceptance criteria to ensure that the Contractor and GSA mutually agree on the

expected outcome. The OMS governance process maintains a backlog of desired features and functions that have not yet been implemented. The backlog will serve as the basis for development of DME Releases. The Contractor may recommend features and functions to be added to the backlog according to the subtasks in Table B.2, below. Refer to **Attachment 3** for the current OMS backlog.

The Contractor shall follow a quotation submission process to the Contracting Officer and PMO prior to beginning any work identified in Task 2 for enhancements and/or modernizations. All DME activity will begin upon approval by the appropriate OMS governance level.

GSS estimates that there will be 1-2 Major DME releases per year to add significant capability to the OMS solution. Major DME releases will be in addition to minor releases scheduled by the Contractor to deliver minor enhancements, change requests, and address issues that may result from operations and maintenance tasks such as incident management, defects, security needs, etc. The Contractor shall provide DME release processes and procedures as part of the Release Management Plan.

All new changes or modifications to the OMS solution under this DME task must comply with the GSA Office of the Chief Information Officer (OCIO) IT Security Procedural Guide OCIO-IT Security-09-48, Security Language for IT Acquisition Efforts as required for a moderate impact system. **Attachment 4** contains an excerpt from the guide with the requirements for external systems

The scope of OMS DME services includes, but is not limited to:

- Support the development of business processes and organizational alignment to the OMS Solution suite of applications
  - Provide requirements analysis and process recommendations based on best practice use of the OMS solution suite of applications.
  - Provide training and material for OMS changes and enhancements. Trainees will be OMS PMO members and select users from the GSS Business Lines, as identified by the OMS PMO. Topics may include new functionality, omni-channel order management leading practices, omni-channel order fulfillment leading practice.
  - Training and knowledge transfer services for OMS solution users.
- Program management to include:
  - Requirements management
  - Solution design
  - Solution build
  - Solution test including independent system testing and user acceptance testing
  - Solution deployment
  - Transition to sustainment.

The following represents Application Enhancement subtasks under Task 2:



## **Subtask 2.1 SOLUTION CAPABILITY**

**Subtask 2.1.1.** The Contractor shall provide a solution that adapts to support current and future GSA omni-channel order management concepts and strategies (e.g., online web store, EDI, DLMS, GSA procurement practices, retail store POS system).

2.1.1.1. The Contractor shall deliver related omni-channel order management changes, modernizations and enhancements through an iterative development process that involves key stakeholders in the requirements management, design and testing activities.

2.1.1.2. The Contractor shall provide estimated levels of effort and proposed designs in response to the review of business need. Development will occur upon approval by the appropriate OMS Governance level.

2.1.1.3 The Contractor shall apply the omni-channel management order capabilities to support the GSS Retail Operations environment, as required. GSS is currently researching next generation Point of Sale solutions and depending on the outcome, the contractor may be required to support retail store (walk-in/walk-out) sales and online transactions for the Retail Operations business line.

**DELIVERABLE:** DME Development Quotation

**DELIVERABLE:** DME Release Documentation

**Subtask 2.1.2.** The Contractor shall provide a solution that adapts to support current and future GSA order fulfillment concepts and strategies (e.g., new acquisition strategies, vendor managed inventory, government managed inventory, services).

2.1.2.1. The Contractor shall deliver related order fulfillment changes, modernizations and enhancements through an iterative development process that involves key stakeholders in the requirements management, design, testing, and deployment activities.

2.1.2.2. The Contractor shall provide estimated levels of effort and proposed designs in response to the review of business need. Development will occur upon approval by the appropriate OMS Governance level.

**DELIVERABLE:** DME Development Quotation

**DELIVERABLE:** DME Release Documentation

**Subtask 2.1.3.** The Contractor shall provide a solution that adapts to support current and future GSA Business Analytics concepts and strategies (e.g. standard reports for managers and/or users, ad-hoc reports, executive dashboards for decision support, Financial Reports, Regulatory Reports).

2.1.3.1. The Contractor shall deliver related Business Analytics changes, modernizations and enhancements through an iterative development process that involves key stakeholders in the requirements management, design and testing activities.

2.1.3.2. The Contractor shall provide estimated levels of effort and proposed designs in response to the review of business need. Development will occur upon approval by the

appropriate OMS Governance level.

**DELIVERABLE:** DME Development Quotation

**DELIVERABLE:** DME Release Documentation

### **Subtask 2.2 SOLUTION USABILITY**

**Subtask 2.2.1.** The Contractor shall identify opportunities to improve the common look and feel across the solution to further enhance usability and user adoption.

2.2.1.1. The Contractor shall provide a plan to test, review, and evaluate usability of the OMS suite of tools.

2.2.1.2. The Contractor shall ensure that the OMS Test and Production environments are compliant with Section 508 of the Rehabilitation Act.

**DELIVERABLE:** DME Development Quotation

**DELIVERABLE:** DME Release Documentation

**DELIVERABLE:** DME Section 508 of the Rehabilitation Act Test Plan

### **Subtask 2.3 SOLUTION PERFORMANCE**

**Subtask 2.3.1.** The Contractor shall track performance (e.g., processing time, system availability, report generation) of the related service level agreements (Attachment 7, QASP), to identify opportunities to optimize the deployed solution through reduction in complexity of interfaces, reports, extensions, and/or streamline business processes.

2.3.1.1. The Contractor shall review the current deployed architectures (technical, application) with the intent to propose alternatives that will improve performance as defined in Operations and Maintenance Subtask 3.8 SOLUTION OPERATIONAL PERFORMANCE.

2.3.1.2 The Contractor shall document and propose a level of effort to implement changes and/or enhancements that will improve solution performance as defined in Operations and Maintenance Subtask 3.8 SOLUTION OPERATIONAL PERFORMANCE.

**DELIVERABLE:** DME Development Quotation

**DELIVERABLE:** DME Release Documentation

**Subtask 2.3.2.** The Contractor shall optimize the deployed solution data architecture to improve access to data for reporting, business analytics and provides direct access to OMS data by the GSA OMS Project Management Team that will be identified at contract award (e.g., consolidate OMS transaction data in a specific database and schema such as a data mart and/or data warehouse).

2.3.2.1. The Contractor shall review the current deployed data architecture with the intent to propose alternatives that will improve performance.

2.3.2.2. This capability will provide over a period of time access to aggregated, cleansed, and structured data that consists of OMS Transactional and Master Data.

2.3.2.3. This capability will be used to support business analytics using OMS transactional and master data combined with other data supplied by GSA IT systems.

**DELIVERABLE:** DME Development Quotation

**DELIVERABLE:** DME Release Documentation

#### **Subtask 2.4 SOLUTION INTEROPERABILITY**

**Subtask 2.4.1.** The Contractor shall coordinate solution modernizations and/or enhancements with commercial, federal and military supply chains to maintain compatibility of the deployed solution as these organizations modernize their systems (e.g., migrate to modern extensible EDI standards, implement DLMS changes, implement FAR changes, expand the capability to process orders using supplier and/or manufacturers' Part Numbers).

**DELIVERABLE:** DME Development Quotation

**DELIVERABLE:** DME Release Documentation

**Subtask 2.4.2.** The Contractor shall coordinate solution modernizations and/or enhancements with GSA's Office of the Chief Information Officer (OCIO) to maintain compatibility of the deployed solution as OCIO continues to modernize its systems (e.g., reduce mainframe systems, complete financial system implementations, implement new web services).

**DELIVERABLE:** DME Development Quotation

**DELIVERABLE:** DME Release Documentation

**Subtask 2.4.3.** The Contractor shall coordinate solution modernizations and/or enhancements with GSA vendors to maintain compatibility of the deployed solution as vendors modernize their systems, expand service options, and request changes. (e.g., catalog updates, EDI changes, vendor portal enhancements).

**DELIVERABLE:** DME Development Quotation

**DELIVERABLE:** DME Release Documentation

#### **TASK 2 - OMS APPLICATION ENHANCEMENT DELIVERABLE SCHEDULE**

<b>Deliverable</b>	<b>Due Date</b>	<b>Frequency</b>	<b>Period of Performance</b>
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DME Development Quotation- Subtasks 2.1.1, 2.1.2, 2.1.3, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.4.3	As requested upon T&M task initiation	Per T&M Task	Throughout TO PoP
DME Release Documentation (e.g., Requirements Specification and updates to the Requirements Traceability Matrix, design documents, Test Plan, test cases, Training Plan, training documentation)- Subtasks 2.1.1, 2.1.2, 2.1.3, 2.2.1, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.4.3	Per agreed schedule for T&M task	Per T&M Task Direction	Throughout TO PoP
DME Section 508 of the Rehabilitation Act Test Plan- Subtask 2.2.1	Per agreed schedule for T&M task (if required)	Per T&M Task (if required)	Throughout TO PoP

### **Task 3: APPLICATION SUSTAINMENT (OPERATIONS AND MAINTENANCE (O&M))**

The Contractor shall provide sustainment services to support the OMS solution, reduce IT support costs, support all subtasks as required by the PMO and report on any support activity performed for OMS implementations, installations, and releases. For the purposes of this section, the term “solution” refers to all the products and components that are part of the current OMS implementation, operation, and maintenance, including, but not limited to, IBM WebSphere, IBM Message Queue, WebSphere Message Broker, WebSphere Portal, Sterling Order Management, Sterling Business to Business (B2B), Integrator, Cognos, WebSphere Commerce, interfaces, and modules added to the solution as a result of enhancements and modifications. O&M also refers to, and includes, all new products and components implemented after award and any new offered solutions.

The following Table represents the Application Sustainment subtasks for Task 3:

<b>Subtask 3.1 INCIDENT MANAGEMENT</b>
<b>Subtask 3.1.1.</b> The Contractor shall provide and maintain an incident management process consistent with Information Technology Infrastructure Library (ITIL) best practices. The Contractor shall establish a well-defined and documented escalation plan as part of the incident management process. GSA Tier 1 establishes incident priority and severity levels, which cannot be changed without GSA approval.

**DELIVERABLE:** O&M Support Plan

**Subtask 3.1.2.** The Contractor shall perform a Root Cause Analysis (RCA) in accordance with ITIL Standards, per the SLA (Attachment 7, PWS Category: Application Sustainment (Operations and Maintenance)) for incidents and provide necessary detail to explain the RCA. GSS anticipates no more than 5 RCA requests per month.

**DELIVERABLE:** RCA Reports

**Subtask 3.1.3.** The Contractor shall resolve all incidents in accordance with the SLA (Attachment 7, PWS Category: Application Sustainment (Operations and Maintenance)). The Contractor shall provide periodic notifications on mutually agreed timeframes, for Severity 1 incidents, until resolution. Incidents can result from defects, questions, user errors, duplicates etc.

**DELIVERABLE:** Incident Reports

### **Subtask 3.2 TECHNICAL SUPPORT FOR TIER 2 & TIER 3**

**Subtask 3.2.1.** GSA is responsible for all Tier 1 help desk support. GSA Tier 1 establishes incident priority and severity levels, which cannot be changed without GSA approval. The Contractor shall manage the Tier 2 & Tier 3 technical support, including effective handoff between Tier 1/Tier 2 and Tier 2/Tier 3, in accordance with the SLA (Attachment 7, PWS Category: Application Sustainment (Operations and Maintenance)). The Contractor shall work with the GSA-appointed help desk manager to facilitate and monitor Tier 2 & 3 support tasks. The Contractor shall track all OMS-related tickets in ServiceNow!

The Contractor shall provide sustainment support for all OMS Solution components as part of Tier 2/Tier 3 help desk support. This includes support for the current version of Sterling software and all customized and configured instances of integrated components within the solution platform.

**Subtask 3.2.2.** The Contractor shall participate in technical support meetings to review incidents/tickets and completed/planned resolution actions.

### **Subtask 3.3 SOLUTION MANAGEMENT**

**Subtask 3.3.1.** The Contractor shall ensure that the OMS Solution stays current with the latest solution software upgrade releases, the GSA managed components of the overall solution, and any enhancements to the solution, in the Test, Training and Production environments. The Contractor shall ensure that the data contained in the test and training environments is an accurate representation of data in Production to verify test and training results.

The Contractor shall document and notify GSA of successful completion of regression testing in each environment and data refreshes in these environments. Testing will not be considered

complete, and the Contractor shall not implement changes in the Production environment until GSA has confirmed in writing 1) the successful completion of regression testing, and 2) that all capabilities operate in accordance with GSA requirements.

The Contractor shall maintain an up-to-date OMS Environment Specification Document.

**DELIVERABLE:** OMS Environment Specification Document (Must include updated OMS component version details for each environment in the OMS Website)

**Subtask 3.3.2. Release Management:**

3.3.2.1 The Contractor shall provide and maintain a release management process consistent with ITIL best practices.

3.3.2.2 The Contractor shall provide release notes for software/application changes for system enhancements.

3.3.2.3 The Contractor shall ensure that all customized code extensions are provided to GSA's code repository system.

**DELIVERABLE:** OMS Release Notes

**DELIVERABLE:** Release Management Process

**Subtask 3.3.3. User Management:**

3.3.3.1 The Contractor shall provide OMS application access security reports.

3.3.3.2 The Contractor shall ensure that all user access privilege data to the Production system are auditable and available upon request to GSA.

**DELIVERABLE:** User Access Reports

**Subtask 3.3.4.** The Contractor shall ensure that OMS Solution interfaces (including web services) with other GSA/Government systems, including but not limited to DLMS, vendor contracts, master data, and financial integration operate per their specifications, and ensure all errors are monitored, recorded, reported and corrected as described in the SLA (Attachment 7, QASP).

The Contractor shall maintain up-to-date OMS Solution interface documentation.

**DELIVERABLE:** Interface Control Documents (for various interfaces between OMS and other systems)

**Subtask 3.3.5.** The Contractor shall administer the system per industry standards.

3.3.5.1 The Contractor shall respond to and resolve notifications per SLA requirements (Attachment 7, PWS Category: Application Sustainment (Operations and Maintenance) (e.g., web server down, system outage, service interruption).

3.3.5.2 The Contractor shall provide impact analysis to GSA at least two weeks prior to implementing upgrades and patches in the Production environment.

**Subtask 3.3.6.** The Contractor shall manage the B2B EDI connections between the OMS Solution and vendors; analyze, report to GSA and resolve any systemic issue (e.g., expected feeds not being received from vendors, incorrect formats being received, unsuccessful processing of feeds). Refer to Section B.3.4 of this document for integration (EDI) requirements and **Attachment 5** for EDI transaction implementation protocols.

#### **Subtask 3.4 INFRASTRUCTURE MANAGEMENT**

**Subtask 3.4.1.** The Contractor shall provide contingency planning that meets GSA's standards for continuity of operations, including backup and disaster recovery capabilities (*Presidential Policy Directive 40, Federal Continuity Directive 1, Federal Preparedness Circular 65*).

**DELIVERABLE:** Infrastructure Sustainability Plan

**Subtask 3.4.2 .** The Contractor shall provide an infrastructure that eliminates any single point of failure, breaches or data corruption, per the SLA (PWS Category of Application Enhancement (Development, Modernization & Enhancement)). For data that resides outside the contiguous United States, the District of Columbia, Hawaii, Guam, Puerto Rico, and Alaska, the Contractor shall provide controls to mitigate risk.

**Subtask 3.4.3.** Environment Management:

3.4.3.1. The Contractor shall ensure that the OMS Solution follows IT environment management best practices. The Contractor shall provide Test, Training and Production environments.

3.4.3.2. The Contractor shall configure the Test and Training environments to be consistent with the Production environment. (Data and hardware may vary between the Test, Training and Production environments; the Contractor shall identify and inform GSA of these differences).

3.4.3.3. The Contractor shall provide periodic reports on the environments to reflect the above points.

**DELIVERABLE:** Configuration Management and Deployment Strategy

**Subtask 3.4.4.** The Contractor shall assist GSA data center support personnel in maintaining an operational OMS Solution, including but not limited to the following: configuration management; information and physical security; supportability and interoperability functions; and technology refresh activities for supported environments.

**Subtask 3.4.5.** Hardware Consultation:

3.4.5.1 The Contractor shall provide consultation to the GSA data center and/or local support teams as necessary to request action (or respond to requests for action) to assist in maintaining an operational OMS, including changes such as, but not limited to: central processing units, memory, storage and other ancillary devices.

3.4.5.2 The Contractor shall provide support for: maintenance, upgrades,

reconfiguration, troubleshooting, repair, fault correction, performance improvements, adaptation to a changing environment, anticipation of problems, and preventive maintenance.

**Subtask 3.4.6.** The Contractor shall establish an outreach program in accordance with the (Attachment 7, PWS Category: Application Sustainment (Operations and Maintenance)) that provides timely notification of outages or degradation of services. The Contractor shall tailor notifications to ensure maximum comprehension by all OMS users (e.g. daily users, system administrators, senior management, and vendors).

**DELIVERABLE:** Outages Report

### **Subtask 3.5 SECURITY MANAGEMENT**

**Subtask 3.5.1.** The Contractor shall provide a security management environment that meets the requirements of GSA's Chief Information Officer (CIO) IT Security Procedural Guide CIO-IT Security-09-48, Security Language for IT Acquisition Efforts for external systems (Attachment 4).

**Subtask 3.5.2.** Information System Security:

The Contractor shall remediate system scan vulnerabilities for all OMS Solution-supported GSS programs, including but not limited to: database, web-server, application, web services, B2B, vendor portal, reporting data warehouse. The Contractor shall provide any identified and requested information related to system security needs to GSA officials during certification and accreditation efforts.

### **Subtask 3.6 SOLUTION MONITORING AND REPORTING**

**Subtask 3.6.1.** The Contractor shall use GSA-approved system monitoring tools to monitor application, hardware, and network infrastructure for interruptions in service, and notify designated GSA personnel immediately upon occurrence. The Contractor shall provide reports in the Monthly Status Report summarizing the month's occurrences.

**DELIVERABLE:** O&M Status Report

**Subtask 3.6.2.** The Contractor shall work with GSA to establish critical thresholds including, but not limited to: system monitoring and network usage, system memory usage, system disk usage, availability of ports in use. The Contractor shall set alerts to notify designated stakeholders when usage exceeds 90% capacity thresholds.



**Subtask 3.6.3.** The Contractor shall monitor and report on the performance of the OMS Solution.

**DELIVERABLE:** O&M Status Report

**Subtask 3.6.4.** The Contractor shall monitor and report on key performance indicators for GSA order processing (such as first pass rate, cancellation rate, work-in-process (WIP), and vendor EDI performance) per consultation and agreement with GSA, and notify GSA of issues.

**DELIVERABLE:** O&M Status Report

**DELIVERABLE:** Issue Log

### **Subtask 3.7 DATA MANAGEMENT**

**Subtask 3.7.1.** The Contractor shall maintain and manage the data and processes surrounding the OMS Solution, such as, but not limited to, catalog data, customer data, item data, vendor data and contract data. The Contractor shall solicit and receive from GSA written authorization for any data modifications and provide notification to GSA upon any such updates and any non-compliance.

**Subtask 3.7.2 .** The Contractor shall ensure that OMS transaction data is stored and maintained for a period of 7 years, per National Archives and Records Administration requirements.

### **Subtask 3.8 SOLUTION OPERATIONAL PERFORMANCE**

**Subtask 3.8.1.** The Contractor shall work with GSA to agree upon performance measures, baseline these for the solution, set their acceptable quality levels/targets and work to meet or exceed the agreed performance levels. Examples of such performance measures could include:

- **Order Creation Time** (Average time to create a one line order to and including the PO)
- **Multi-line Order Creation Time** (Average time to create a two-to-forty line order to and including the PO)
- **Order Search Time** (Average time to return the results of an order search)
- **User Interface Response Time** (Time to render pages to load and/or refresh with objective average response time)
- **Order Update Time** (Average time to process an Order Update transaction)
- **End-to-End Order Processing (Sales Order to Release of PO) Time** (Average time for the solution to process an order from the time it receives the order to sending PO to vendor)
- **Canned Report Response Time** (Average time to produce a canned report with a maximum of two criteria).

**Subtask 3.8.2.** The Contractor shall provide operational support to GSS business lines to automate order processing tasks in the system when manual processing is determined to be inefficient or labor intensive because of the volume of transactions involved. Support will include, but is not limited to: development, testing and execution of automated scripts and reports

to support business operations.

<b>TASK 3 - OMS APPLICATION SUSTAINMENT DELIVERABLE SCHEDULE</b>			
<b>Deliverable</b>	<b>Due Date</b>	<b>Frequency</b>	<b>Period of Performance</b>
O&M Support Plan-Subtask 3.1.1	With quotation	Updated annually	Throughout TO PoP
Root Cause Analysis Report-Subtask 3.1.2	Per SLA (Attachment 7, PWS Category: Application Sustainment (Operations and Maintenance))	Upon Request	Throughout TO PoP
Incident Report- Subtask 3.1.3	30 days after award	Monthly	Throughout TO PoP
OMS Environment Specification Document- Subtask 3.3.1	60 days after award	Updated upon changes to environment	Throughout TO PoP
Release Management Process-Subtask 3.3.2	Upon Request	Upon Request	Throughout TO PoP
User Access Report-Subtask 3.3.2	Upon Request	Upon Request	Throughout TO PoP

Interface Control Documents- Subtask 3.3.4	60 days after award	Updated upon changes to interfaces or new interfaces	Throughout TO PoP
Infrastructure Sustainability Plan- Subtask 3.4.1	30 days after award	Updated annually	Throughout TO PoP
Configuration Management and Deployment Strategy- Subtask 3.4.3	30 days after award	Semi Annually	Throughout TO PoP
Outages Report- Subtask 3.4.6	30 days after award	Monthly	Throughout TO PoP
O&M Status Report- Subtasks 3.6.3, 3.6.4	30 days after award	Monthly	Throughout TO PoP
Issue Log- Subtask 3.6.4	30 days after award	Monthly	Throughout TO PoP

#### **TASK 4 - VENDOR INTEGRATION (ELECTRONIC DATA INTERCHANGE(EDI))**

The Contractor shall provide vendor integration services to include, but is not limited to: managing OMS B2B solution and vendor portal, conducting vendor on-boarding, providing vendor EDI support, providing EDI performance reports and data, and managing EDI specifications and documentation.

The scope of OMS Vendor integration support services includes, but is not limited to:

- B2B integration (OMS - vendor).
- Vendor interaction support and services.

The scope of OMS Solution integration support services includes, but is not limited to:

- B2B integration (OMS - vendor).
- Vendor interaction support and services.

The following represents the Vendor Integration subtasks for Task 4:

**Subtask 4.1.** The Contractor shall provide an integration solution that can be used with Federal agencies, DoD agencies, and commercial business partners (i.e., vendors).

**Subtask 4.2.** The Contractor shall provide a flexible EDI integration solution that allows vendors to on-board via, but not limited to, the following protocols: Secure FTP, VANS, AS2, or Sterling

Collaboration Network (SCN).
<p><b>Subtask 4.3.</b> The Contractor shall provide a secure, web-based solution as an alternative to EDI (i.e., vendor portal), to allow exchange and management of OMS-initiated drop ship POs and related transactions for non-EDI suppliers (accounts created by DUNS).</p> <p><b>DELIVERABLE:</b> Account Setup User Guide and Instructions</p>
<p><b>Subtask 4.4.</b> The Contractor shall provide an integration solution that complies with DLMS and Federal EDI Implementation Conventions, typically following standards developed by ANSI ASC X12, UN/EDIFACT.</p>
<p><b>Subtask 4.5.</b> The Contractor shall provide an integration solution that encompasses, at a minimum, 850, 855, 856, 860, 810, and 997 EDI transactions. (See <b>Attachment 5</b> for acceptable transaction protocols.) This includes supporting multiple transaction versions concurrently.</p>
<p><b>Subtask 4.6.</b> The Contractor shall ensure that vendors are on-boarded to EDI with all required transactions within 30 business days, in accordance with SLA-(Attachment 7, PWS Category: Integration (Electronic Data Interchange) The Contractor shall also provide vendor on-boarding status updates to GSA according to an agreed schedule, which will be established shortly after award.</p> <p><b>DELIVERABLE:</b> Vendor On-Boarding Status Updates</p>
<p><b>Subtask 4.7.</b> The Contractor shall on-board up to 10 vendors (specified by DUNS + contract/BPA number) simultaneously, where required. On-boarding of an existing EDI-capable vendor, where only an envelope is established, is not considered or counted as on-boarding. On-boarding a partial EDI vendor to full EDI is considered and counted as on-boarding.</p>
<p><b>Subtask 4.8.</b> The Contractor shall expand EDI transaction sets to include others that may be needed as business requirements evolve. The Contractor shall work with vendors in mapping and testing newly expanded EDI transactions, as required by the business lines. This includes previously on-boarded vendors.</p>
<p><b>Subtask 4.9.</b> The Contractor shall provide vendor integration support services including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Coordinating with vendors and/or their EDI provider, to on-board and test</li> <li>• Troubleshooting and assisting vendors in resolving EDI issues</li> <li>• Monitoring vendor EDI performance.</li> </ul> <p><b>DELIVERABLE:</b> Vendor EDI Performance Report.</p>
<p><b>Subtask 4.10.</b> The Contractor shall provide designated GSA personnel with system query access to view EDI transaction data and XML between GSA and its business partners.</p>
<p><b>Subtask 4.11.</b> The Contractor shall provide weekly updates of issues/status with current EDI</p>

vendors, and on-boarding progress. Updates shall be conducted via meetings, and the Contractor shall provide accessible reports to GSA. The Contractor shall provide a dedicated PM to oversee EDI activities and be the central point of contact to GSA.

TASK 4 - OMS VENDOR INTEGRATION DELIVERABLE SCHEDULE			
Deliverable	Due Date	Frequency	Period of Performance
Account Setup User Guide and Instructions for Vendor Portal (Alternative to EDI)- Subtask 4.3	30 days after award	One time	–Base Period
Vendor On-Boarding Status Updates- Subtask 4.6	30 days after award	Weekly	Throughout TO PoP
Vendor EDI Performance Report- Subtask 4.9	30 days after award	Monthly	Throughout TO PoP

#### **Task 5: BUSINESS ANALYTICS (REPORTING AND ANALYTICS)**

The Contractor shall provide GSA with the following business analytics for OMS deliverables including reports and data as requested by GSA in a format to be determined by the COR. The Contractor shall also provide GSA with the capability for designated users (not to exceed 30) to develop ad-hoc reports, and also provide training for system users on applicable reporting tools and documentation for developing these ad-hoc reports.

The Contractor shall also assure that the following conditions exist in the OMS:

- No degradation of OMS system performance per -Application Sustainment (Operations & Maintenance)
- A reporting platform that is reliable, consistent, accurate, and responsive
- OMS ability to support, at minimum, 100 concurrent users simultaneously accessing the system and performing queries
- Alignment with established performance times for report generation as designated in the SLA (Attachment 7, PWS Category: Integration (Electronic Data Interchange))

The Contractor shall provide technical support and OMS subject matter expertise for reports and report enhancements.

- The Contractor shall develop, enhance, and change reports within the established parameters of the SLA (Attachment 7, PWS Category: Integration (Electronic Data Interchange))
- The Contractor shall ensure that changes and enhancements do not negatively impact report responsiveness or delivery times.

The scope of OMS business analytics includes, but is not limited to, GSA's ability to pull information from the various systems which support OMS in order to perform business analytics regarding customer orders via a reporting mechanism tool. Collaboration between the Contractor and GSA is imperative to ensure that the Contractor's interpretation of the requirements aligns with GSA's, interpretations, expectations, and intent of the reporting requirement.

The following represents Business Analytics subtasks for Task 5:

#### **Subtask 5.1 REPORTING AND DATA**

**Subtask 5.1.1.** The Contractor shall develop standard or "canned" reports that can be tailored based on mutually agreed parameters, and can be downloaded into multiple formats including, but not limited to: html, pdf, MS Excel 2007 or newer. The canned reports will be development on a firm fixed price basis. See Attachment 6 for examples of requested OMS reports. This list is representative only, and is not a comprehensive listing. GSA will work with the Contractor to further define report requirements. These standard reports are classified into two groups:

- Performance/Operational reports, and
- Workload Management.

**DELIVERABLE:** Suite of 1) on-demand canned reports, and 2) periodic automatically-generated canned reports

**Subtask 5.1.2.** The Contractor shall provide the ability for designated GSA users (approximately 30) to develop ad-hoc reports. The Contractor shall train the users on this reporting tool and provide the deliverables specified below regarding the ad-hoc reporting capability.

5.1.2.1 The Contractor shall provide the capability in a user-friendly platform for users to create and run ad-hoc queries on OMS data.

5.1.2.2 The Contractor shall provide and maintain an up-to-date, user friendly reporting data dictionary highlighting where query-able fields are held that includes fields such as, but not limited to, the file linkages between the different tables, and process to notify GSA of changes in addition to the field name.

5.1.2.3 The Contractor shall provide and maintain an up-to-date reporting database schema and a process to notify GSA of any changes.

5.1.2.4 Performance: The Contractor shall report latency (run time) in accordance with SLA (Attachment 7, PWS Category: Business Analytics (Reporting & Analytics))

**DELIVERABLE:** Documentation/user guide for ad-hoc reporting tool

**DELIVERABLE:** Training Plan for ad-hoc tool

**DELIVERABLE:** Delivery of training for ad-hoc reporting tool

**DELIVERABLE:** Refresher and enhancement training for ad-hoc reporting tool users

**DELIVERABLE:** Database Schema and Data Dictionary

**Subtask 5.1.3.** The Contractor shall provide support for GSS's internal reporting and data analysis. Even though GSA maintains its own reporting database that interlays OMS data and GSA legacy data, this is not included or retained in OMS. As such, the Contractor shall deliver to GSA separate data feeds to support GSA internal reporting server.

5.1.3.1 The Contractor shall provide a reporting database and schema.

5.1.3.2 The Contractor shall provide the ability to query OMS data directly through a SQL client.

5.1.3.3 The Contractor shall provide a daily copy of OMS data to GSA (one time load and daily changes). The Contractor shall provide full refresh of data as requested (not to exceed once per month). The Contractor shall establish a protocol for alerts in the event of OMS data delivery failure.

5.1.3.4 The Contractor shall provide a communication protocol to make GSA aware of changes to the database and schema as soon as possible.

**DELIVERABLE:** Interface Control Document (ICD) (for task 5.1.3.3)

**DELIVERABLE:** Database Schema Change Communication Protocol (for informing GSA of changes)

## **Subtask 5.2 SYSTEM HEALTH VISIBILITY AND OVERALL SYSTEM PERFORMANCE**

**Subtask 5.2.1.** The Contractor shall ensure the following:

- No degradation of OMS system performance
- A reporting platform that is reliable, consistent, accurate, and responsive
- OMS ability to support at minimum 100 concurrent users simultaneously performing queries
- Alignment with the following performance times, which will be measured by the SLA (Attachment 7, PWS Category: Business Analytics (Reporting & Analytics)
  - Response time for report generation
    - Critical = 3 minutes return; High = 7 minutes return; Medium = 12 minutes return; Low = 20 minutes return
  - Acknowledgement of production errors
    - Critical = 1 hour; High = 3 hours; Medium = 8 hours; Low = 12 hours
  - Production Issue resolution

- Critical = 36 hours; High = 72 hours; Medium = 6 business days; Low = 12 business days.

**DELIVERABLE:** Average Report Run Time Status Report

### **Subtask 5.3 DATA INTEGRITY AND TECHNICAL SUPPORT**

**Subtask 5.3.1.** The Contractor shall ensure data integrity and provide status reports on the following, but not limited to: OMS item, customer, and order data per the SLA (Attachment 7, PWS Category: Business Analytics (Reporting & Analytics Historical data shall be queryable for seven years (in accordance with NARA policy). Examples include, but are not limited to metrics, requisition status changes and audit history.

**Subtask 5.3.2.** The Contractor shall provide technical support and OMS subject matter expertise for reports and report enhancements.

- The Contractor shall develop, enhance and change reports within the established parameters of the SLA (Attachment 7, PWS Category: Business Analytics (Reporting & Analytics
- The Contractor shall ensure that changes and enhancements do not negatively impact report responsiveness or turn-around time.

### **TASK 5 - OMS BUSINESS ANALYTICS DELIVERABLE SCHEDULE**

<b>Deliverable</b>	<b>Due Date</b>	<b>Frequency</b>	<b>Period of Performance</b>
Suite of 1) on-demand canned reports and 2) periodic automatically-generated canned reports- Subtask 5.1.1	1) Canned reports as outlined in Attachment 6 due within 6 months of award 2) Periodic new canned report development, 15 days after finalization of requirements	One Time	–Base Period
Documentation/user guide for ad-hoc reporting tool- Subtask 5.1.2	Six months after award for full file	Updates to documentation within 7 business days after any change/enhancement to the ad-hoc tool	Throughout TO PoP
Training Plan for ad-hoc tool- Subtask 5.1.2	60 days after award	Yearly	Throughout TO PoP



Delivery of training for ad-hoc reporting tool- Subtask 5.1.2	30 days after approval	TBD	Throughout TO PoP
Refresher and enhancement training for ad-hoc reporting tool users- Subtask 5.1.2	Training material updated within 7 days after enhancement, conducting of training 20 days after approval or determination of need	Periodically as needed	Throughout TO PoP
Database Schema and Data Dictionary- Subtask 5.1.2	Six months after award for full file, updates to file within 24 hours after the change	Updated as determined by changes to the systems	Throughout TO PoP
OMS data to GSA: One time full file load, full refresh of data- Subtask 5.1.3	Within 7 days after transition	Full data refresh not to exceed once per month	Throughout TO PoP
OMS data to GSA: Updates to data- Subtask 5.1.3	24 hours after file load	Daily	Throughout TO PoP
Interface Control Document (ICD) (for task 5.1.3.3)- Subtask 5.1.3	Within 7 days after transition	Updates as needed	Throughout TO PoP
Database Schema Change Communication Protocol-Subtask 5.1.3	24 hours after change to database schema	Dependent upon number of changes made by contractor to database schema	Throughout TO PoP
Average Report Run Time Status Report- Subtask 5.2.1	Within 7 days after delivery of first canned report	Monthly	Throughout TO PoP

#### **TASK 6 - TRANSITION**

The Contractor shall plan, manage, and perform solution transition, as needed, during the PoP. Transition may include transitioning from the incumbent to new service provider at the

beginning of the TO, and transitioning out at the end of the PoP. The scope of OMS transition support services includes, but is not limited to:

- Program initiation, planning and coordination, control, and reporting
- Transition team, organization, roles and responsibilities
- Transition tools and methodologies
- Transition risk planning, identification and mitigation
- Change management, evaluation and reporting
- Release deployment/management
- Service validation and testing
- Contingency plans and work-around(s)
- Transition acceptance criteria
- Transition resources (e.g., software, facilities, service and maintenance contracts)
- Service asset and configuration management
- Documentation to be transitioned to users and technical support
- Strategy for moving into Production/Operations (e.g., phased, parallel, or one-time implementation)
- Customer Support Services:
- Software identification, versions, configurations, user/operator manuals/instructions, licensing, usage
- Transition review and assessment (e.g., defects, work-around(s), necessary actions).

The following represents Transition subtasks under Task 6:

#### **Subtask 6.1 TRANSITION PLAN**

**Subtask 6.1.1.** As part of the quotation, the Contractor shall submit a Transition Plan that addresses the Contractor's approach for Contract Phase-In and Contract Phase-Out (including risks, mitigation strategy, team members, security clearances, tasks, system/application conversion, backup(s), and schedule), recruiting plan, and retention plan.

6.1.1.1 Phase-In Plan: The Contractor shall provide, as part of the Transition Plan, a Phase-In Plan to assist the Government in coordinating a smooth transition from the existing contract to the new contract. The Contractor shall include the tasks and steps necessary to transition the OMS Solution from the incumbent to the new service provider, and a schedule with milestones.

6.1.1.2 The Contractor shall define personnel roles/responsibilities and assign personnel for all transition tasks, which shall include, at a minimum, skill level, expertise, and security clearance requirements.

6.1.1.3 The Contractor shall document and provide to the Government as part of the transition plan the impacts, effects, and/or consequences the transition will have on government data rights.

6.1.1.4 The Contractor shall provide an exit strategy that will allow transition to another solution should this become necessary.

**Subtask 6.1.2. Phase-Out Plan:** The Contractor shall provide an update to the Transition Plan with an annually-updated Phase-Out Transition Plan 3 months prior to each TO option year's period of performance expiration date, to be implemented 3 months before the period of performance expires. Minimum requirements include transition out tasks, schedule and milestones, information sharing meetings with incumbent and new contractor, program documentation, and minimum two weeks training/working in parallel with the new contractor.

[**DELIVERABLE:** Transition Plan]

#### **Subtask 6.2 CONTRACTOR ON-BOARDING AND TRANSITION SUPPORT**

**Subtask 6.2.1. Contractor On-Boarding and Transition Support:** Immediately upon award, the Contractor shall complete on-boarding in accordance with GSA on-boarding and Homeland Security Presidential Directive (HSPD)-12 requirements (transition process—training, onboarding, phase-in plan must be completed no longer than 30 days from award).

6.2.1.1 The Contractor shall begin the U.S. Government HSPD-12 security screening process within 3 business days of award.

6.2.1.2 Immediately upon award, all Contractor employees working on the program shall complete mandatory virtual training facilitated by GSA on ServiceNow! and begin OMS solution sustainment and help desk support. All additional employees added to the program at any time shall undergo the same process.

6.2.1.3 The Contractor shall adopt the ServiceNow! application as the primary OMS help desk ticketing tool and integrate the tool throughout the O&M resolution process.

#### **TASK 6 - OMS TRANSITION DELIVERABLE SCHEDULE**

<b>Deliverable</b>	<b>Due Date</b>	<b>Frequency</b>	<b>Period of Performance</b>
Transition Plan-Subtask 6.1	30 days after contract award	Updated annually, and as needed	Throughout TO PoP

### **C.3 TASK ORDER DELIVERABLES DATA RIGHTS**

The above schedule of deliverables and milestones will be used by the OMS COR to monitor timely progress under this TO. The following abbreviations are used in this schedule:

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

The below schedule identifying the deliverable also associates the Data Rights the government enjoys. Abbreviations in the Data Rights Clause (Gov't Rights\*\*) column of the table below shall be interpreted as follows:

UR: Unlimited Rights, per FAR 27.404-1(a) and 52.227-14

RS: Restricted Software, per FAR 27.404-2 and 52.227-14

LD: Limited Rights Data, per FAR 27.404-2 and 52.227-14

SW: Special Works, per FAR 27.405-1 and 52.227-17

For software or documents that may be either proprietary COTS or custom, RS/LD rights apply to proprietary COTS software or documents and UR rights apply to custom software or documents. The data rights in open source COTS software will be as set forth in open source license agreements accompanying them, provided that in case of conflict, the GSAM Clauses stated in section I.2 will govern and be deemed to amend such license agreements to the extent of the conflict. Any collateral agreements (within the meaning of FAR 52.227-14) proposed for data, regardless of the type of rights offered, shall be subject to the requirements of **Section H**. For purposes of the foregoing, the terms “collateral agreement,” “Supplier Agreement,” and “Commercial Supplier Agreement” have the same meaning.

The contractor shall deliver the deliverables listed in the aforementioned tables on the dates specified.

<b>DEL. #</b>	<b>MILESTONE/ DELIVERABLE</b>	<b>SOW TASK REFERENCE #</b>	<b>GOV'T RIGHTS**</b>
01	Comprehensive Program Management Plan	1.1	UR
02	Project Schedule	1.1	UR
03	Weekly Status Reports	1.3	UR
04	Quarterly Program Management Reviews (PMRs)	1.3	UR
05	Risk Management Plan	1.4	UR
06	Risk Matrix	1.4	UR
07	Periodic data extracts for ALM	1.5	UR
08	Configuration Management Plan	1.7	UR
09	Requirements Traceability Matrix	1.7	UR
10	Test Plan	1.8	UR
11	Training Plan	1.9	UR
12	OMS Release Notes (in user-friendly descriptions for non-technical OMS users)	1.12	UR

<b>DEL. #</b>	<b>MILESTONE/ DELIVERABLE</b>	<b>SOW TASK REFERENCE #</b>	<b>GOV'T RIGHTS**</b>
13	OMS Handbook/User training documentation/dashboards/reports/statistical information/system usage reports in user-friendly descriptions for non-technical OMS users	1.12	UR
14	Release Plan	1.14	UR
15	OMS Backlog Analysis Report	1.15	UR
16	Monthly SLA Metrics Report	1.16	UR
17	SOC1 Report	1.17	UR
18	DME Development Quotation	2.1.1	UR
19	DME Release Documentation	2.1.1	UR
20	DME Development Quotation	2.1.2	UR
21	DME Release Documentation	2.1.2	UR
22	DME Development Quotation	2.1.3	UR
23	DME Release Documentation	2.1.3	UR
24	DME Development Quotation	2.2	UR
25	DME Release Documentation	2.2	UR
26	DME Section 508 of the Rehabilitation Act Test Plan	2.2	UR
27	DME Development Quotation	2.3.1	UR
28	DME Release Documentation	2.3.1	UR
29	DME Development Quotation	2.3.2	UR
30	DME Release Documentation	2.3.2	UR
31	DME Development Quotation	2.4.1	UR
32	DME Release Documentation	2.4.1	UR
33	DME Development Quotation	2.4.2	UR
34	DME Release Documentation	2.4.2	UR
35	DME Development Quotation	2.4.3	UR
36	DME Release Documentation	2.4.3	UR
37	O&M Support Plan	3.1.1	UR
38	RCA Reports	3.1.2	UR
39	Incident Reports	3.1.3	UR

<b>DEL. #</b>	<b>MILESTONE/ DELIVERABLE</b>	<b>SOW TASK REFERENCE #</b>	<b>GOV'T RIGHTS**</b>
40	OMS Environment Specification Document (Must include updated OMS component version details for each environment in the OMS Website)	3.3.1	UR
41	OMS Release Notes	3.3.2	UR
42	Release Management Process	3.3.2	UR
43	User Access Reports	3.3.3	UR
44	Interface Control Documents (for various interfaces between OMS and other systems)	3.3.4	UR
45	Infrastructure Sustainability Plan	3.4.1	UR
46	Configuration Management and Deployment Strategy	3.4.3	UR
47	Outages Report	3.4.6	UR
48	O&M Status Report	3.6.1 3.6.3 3.6.4	UR
49	Issue Log	3.6.4	UR
50	Account Setup User Guide and Instructions	4.3	UR
51	Vendor On-Boarding Status Updates	4.6	UR
52	Vendor EDI Performance Report.	4.9	UR
53	Suite of 1) on-demand canned reports, and 2) periodic automatically-generated canned reports	5.1.1	UR
54	Documentation/user guide for ad-hoc reporting tool	5.1.2	UR
55	Training Plan for ad-hoc tool	5.1.2	UR
56	Delivery of training for ad-hoc reporting tool	5.1.2	UR
57	Refresher and enhancement training for ad-hoc reporting tool users	5.1.2	UR
58	Database Schema and Data Dictionary	5.1.2	UR

<b>DEL. #</b>	<b>MILESTONE/ DELIVERABLE</b>	<b>SOW TASK REFERENCE #</b>	<b>GOV'T RIGHTS**</b>
59	Interface Control Document (ICD)	5.1.3.3	UR
60	Database Schema Change Communication Protocol (for informing GSA of changes)	5.1.3	UR
61	Average Report Run Time Status Report	5.2	UR
62	Transition Plan	6.1	UR

**The contractor shall mark all deliverables listed in the above table to indicate authorship by contractor (i.e., non-Government) personnel; provided, however, that no deliverable shall contain any proprietary markings inconsistent with the Government's data rights set forth in this TO. The Government reserves the right to treat non-conforming markings in accordance with subparagraphs (e) and (f) of the FAR clause at 52.227-14.**

#### **C.4 SOURCE, OBJECT, EXECUTABLE, AND RUN-TIME CODE**

The contractor shall provide the most current version(s) and release(s) of any and all source, object, executable, and run-time code ("New Code") (as applicable) developed under the efforts of this TO and unique enhancements, customization, and plug-ins, and other similar artifacts ("Customizations") to the Government (**Section F, Deliverable 40**) in accordance with the delivery requirements in **Section C.3**. The parties agree that payments made under this TO constitute full payment for any data rights in New Code. The Government's requirements for data rights in the New Code and Customizations are specified in **Section F.3**, and FAR clause at 52.227-17, Rights in Data – Special Works (Dec 2007). The contractor shall ensure that all COTS licenses and open source licenses both allow for the creation of the customizations and vest the data rights to the customizations exclusively in the Government.

DHS CDM PMO will have unlimited rights to use and modify all source, object, executable, and run-time code (as applicable) comprising the New Code and its associated documentation, even in the event that the contractor shall become unable to continue supporting the CDM Solution. The contractor, immediately upon delivery (each deliverable accompanied by a signed assignment of copyright), shall assign copyright in such New Code to the Government as contemplated under the FAR clause at 52.227-17, Rights in Data – Special Works (Dec 2007). Source, object, executable, and run-time code (as applicable), including scripts and enhancements, comprising the New Code for releases of the software produced under this TO shall become the property of the Government upon such assignment. The source, object, executable, and run-time code (as applicable), with its associated documentation and other materials as specified in **Section F.3**, shall be delivered to the DHS CDM PMO on dates established in accordance with **Section F.3**, but in any event, NLT 30 calendar days following the termination/expiration of the TO. In the event the contractor defaults on the terms of this TO for any reason, the most current version of the source, object, executable, and run-time code shall be delivered to DHS CDM PMO NLT 30 calendar days following the event that leads to the termination/expiration of the TO. The Government will retain the right to use any and all versions that are at that time installed at a Government facility and to further develop and

distribute them, with no further royalties or other payments being due to the contractor or any other party.

The contractor may request and the Government may grant different or more restrictive rights, such as special works rights, than are depicted in the preceding table, in which event the table will be updated and incorporated into the TO. The Government does not assert any rights to management software tools if the contractor does not plan to charge the Government directly for that tool and does not propose that the Government will own or use that tool.

### **C.5 LIMITED USE OF DATA**

Performance of this contract may require the Contractor to access and use data and information proprietary to a government agency or government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the government and/or others. Contractor and/or contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort, until made public by the government, except to authorized government personnel or upon written approval by the GSA Contracting Officer. The contractor shall not use, disclose, or reproduce proprietary data that was developed or obtained under this TO and/or bears a restrictive legend, other than as required in the performance of this effort.

### **C.6 DELIVERY ORDER DELIVERABLES**

The contractor must comply with the Quality Assurance Surveillance Plan (QASP) in Attachment 7. The QASP sets forth the procedures and guidelines the government will use to ensure the required performance, quality standards, and levels of service are achieved by the contractor. This will occur by applying the Methodologies to Monitor Performance as outlined in Section 3.0 of the **Attachment 7**, QASP. The methods include Surveillance, Customer Feedback, and determination of adherence to Acceptable Quality Levels that are listed in the QASP section. All of this information is used to monitor contract performance and quality, as well as to identify the required documentation and necessary resources.

### **C.7 PERIOD OF PERFORMANCE**

As stated previously, the PoP of the TO is a one-year base period from date of award, with four one-year option periods. An Option Period may be exercised only after the Contracting Officer conducts an annual evaluation in accordance with FAR Part 17.207-Exercise of Options. The annual review will be documented with a memo to the file.

The anticipated PoP (may be adjusted according to award date and performance start date) is as follows:

Base Period:	June 1, 2018 through May 31, 2019
Option Period 1:	June 1, 2019 through May 31, 2020
Option Period 2:	June 1, 2020 through May 31, 2021
Option Period 3:	June 1, 2021 through May 31, 2022
Option Period 4:	June 1, 2022 through May 31, 2023



## C.8 DISCLOSURE OF DATA

All data produced, developed, and/or delivered as a result of this TO, shall be the sole property of the government and shall be treated by the contractor as official government documentation to be released by the government only. Duplication or disclosure of the data and other information produced by the Contractor hereunder is prohibited. Accordingly, the Contractor shall not disclose any data, any interpretations thereof, or data derivatives there from, to third parties whether real or artificial in contravention of these provisions, without the prior written approval of the Contracting Officer. The Contractor shall ensure that this clause is incorporated in any agreements reached with any subcontractors, consultants, agents, or representatives employed by the Contractor in TO performance or otherwise.

## C.9 SAFEGUARDING OF INFORMATION

The Contractor and its employees shall exercise the utmost discretion in regard to all matters relating to their duties and functions. They shall not communicate to any person or entity any information known to them by reason of their performance of service under this TO which has not been made public, except in the course of their duties or by written authorization of the Contracting Officer. Further, no article, book, pamphlet, recording, broadcast, speech, television appearance, film, or photographs concerning any aspect of the TO shall be published or disseminated through any media without the prior written authorization of the Contracting Officer. These obligations do not cease upon the termination of this TO. The Contractor shall include the substance of this provision in all contracts for employment and in all subcontracts hereunder.

## C.10 SUBCONTRACTING GOALS

Other-than-small business contractors are required to submit a subcontracting plan as part of their quote for contract tasks that have subcontracting possibilities and a total value, inclusive of option periods (whether actually exercised or not), that exceed \$700,000. The plans must address the 15 statutory requirements listed in FAR Clause 52.219-9, including the goals, as outlined in the table below, for subcontracting with SBs, VOSBs, SDVOSBs, WOSBs and HUBZone small businesses.

Note: UNICOR and AbilityOne, in most circumstances, meet the definition of “other than small business” and are not exempt from subcontracting plan requirements. The only exemptions are listed in FAR 19.702.

The Contractor must demonstrate it can and will comply with the GSA Agency-wide FY 2018 Subcontracting Goals as listed in the following table:

Small Business Category	Goal
Small Business	29.00%
Small Disadvantaged Business	5.00%

Women-owned Small Business	5.00%
HUBZone Small Business	3.00%
Service-Disabled Veteran-owned Small Business	3.00%

## **C.11 EXERCISE OF OPTIONS**

Per FAR Clause 52.217-9, the government may extend the term of this contract by written notice to the contractor within \_\_30 days\_\_; provided that the government gives the contractor a preliminary written notice of its intent to extend at least \_60\_ days before the contract expires. The preliminary notice does not commit the government to an extension.

If the government exercises this option, the extended contract shall be considered to include this option clause.

The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

Per FAR subpart 52.217-8, the Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 calendar days prior to the end of the contract.

## **C.12 PLACE OF PERFORMANCE**

TO performance will be primarily at the government site, 1800 F Street, NW Washington, DC 20405; however, there may be times when performance occurs at the contractor location or at an alternate telework location.

## **C.13 SECURITY**

### **C.13.1 Software Security**

Contractor's staff is required to conform to GSA's security and privacy requirements as described in the following:

- a. Contractors, contractor personnel, subcontractors, and subcontractor personnel shall be subject to the same Federal laws, regulations, standards, and GSA Directives and Handbooks as GSA and GSA personnel regarding information and information system security;

- b. The contractor will be required to complete training on “IT Security Awareness and Privacy 101 Training” via GSA’s On-Line University (GSAOLU).
- c. The website <https://gsaolu.gsa.gov> can be accessed from any local government computer.
- d. A certificate of completion is provided at the completion of the training and must be given, as a soft copy, to the contracting officer to be filed with the subject contract. All contractors performing work under this contract must provide this proof (no exceptions).
- e. The contractor will be responsible for ensuring compliance by its employees with the security regulations of GSA, GSS, and other government installations or contractor facilities where work is performed under this contract.
- f. The contractor shall insert FAR Clause 52.204-2 Security Requirements Alternate II Section (e), in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

#### C.13.2 Physical Security

The Contractor shall be responsible for safeguarding all government equipment, information and property provided to the Contractor for use in the performance of this contract. At the end of each work day, all government facilities, equipment, and materials shall be safely secured.

#### C.13.3 Badging/ Personal Identity Verification (PIV)

In accordance with FAR Subpart 52.204-9, the following shall apply under this contract including option periods:

- a. The contractor shall comply with agency personal identity verification procedures, as specified in the contract, that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201;
- b. The contractor shall account for all forms of government-provided identification issued to the contractor employees in connection with performance under this contract. The contractor shall return such identification to the issuing agency at the earliest of any of the following, unless otherwise determined by the government:
  - (i) When no longer needed for contract performance;
  - (ii) Upon completion of the contractor employee’s employment; or
  - (iii) Upon contract completion or termination.

- c. The contracting officer may delay final payment under a contract if the contractor fails to comply with these requirements. The contractor shall insert the clause in FAR Clause 52.204-2 Security Requirements Alternate II Section (e), for all subcontracts when the subcontractor's employees are required to have routine physical access to a federally-controlled facility and/or routine access to a federally-controlled information system. It shall be the responsibility of the prime contractor to return such identification to the issuing agency in accordance with the terms set forth by the contracting officer unless otherwise approved in writing by the contracting officer.
- d. It shall be the responsibility of the prime contractor to return such identification to the issuing agency in accordance with the terms set forth by the contracting officer unless otherwise approved in writing by the contracting officer.

#### **C.14 Government Furnished Equipment (GFE):**

The government may provide the following:

- Project schedule
- Office space
- Workstation
- Telecommunications
- Computers
- General office supplies

The Contractor will be responsible for all damage or loss of government property and facilities caused by its personnel. This responsibility includes damage or loss of equipment, furniture, walls, elevators, floors, and other government-owned or leased property. The contractor will promptly notify the COR of any damage to or loss of government property or facilities.

The contractor will be required to return all government-furnished property and equipment to GSA upon completion or termination of this contract, or when otherwise requested by the government.

#### **C.15 Government Furnished Information (GFI):**

All products, information, documents, programs created under/during or performed in connection with this contract shall be the property of the government. No information or documents will be transmitted or transported outside the physical limits of any government site without prior approval of the contracting officer or designated representative.

#### **C.16 Travel:**

Local travel may be required from the government's site to Northern Virginia, Maryland or within Washington, DC. The government will not pay for local travel within a 50 mile radius of the designated performance location. Long distance travel may be required on an as needed basis and will be reimbursed in accordance with the Federal Travel Regulations and should be included in the contractor's program costs. The contractor must acquire the CO's approval prior to any long distance travel.

### **C.17 Telework**

Telework agreements between the contractor and their employees are subject to the same rules that apply to Federal government employees. Due to the proprietary nature of the systems to which the contractor has access, teleworking outside of the Continental United States (CONUS) will not be authorized.

### **C.18 TRANSITION PLAN PHASE-OUT**

- a. Prior to contract completion, a successor contractor(s) may be selected to perform the work requirements of the RFQ. The initial Phase In Plan is required as part of the RFQ submittal in each appropriate area of Section C. A finalized Phase Out Plan is due not later than six (6) months after contract award and updated annually thereafter. The Contractor shall conduct an orderly phase-out of all required activities prior to completion of this TO and assumption of responsibility for the effort described in the PWS by a successor contractor(s). The Contractor shall remain responsible for the effort covered by the PWS during phase-out activities.
- b. Upon written notice by the contracting Officer, the contractor shall conduct phase-out activities prior to the contract completion date, including:
  1. Support periodic meetings and the successor contractor(s) to identify and discuss problems or areas requiring attention during the phase-out; and
  2. Negotiate in good faith a plan with the successor contractor(s) to determine the nature and extent of phase-in and phase-out activities required. The plan shall include effective transfer of all effort to the successor contractor(s); training of personnel; and any other agreements or steps necessary to ensure a smooth transition between the contracts. The plan shall be subject to the Contracting Officer's approval.
- c. Phase-out activities shall be accomplished in accordance with FAR 52.237-3, Continuity of Services (JAN 1991).
- d. The Transition Phase-Out Plan activities have no impact on TO related performance or activities.

### **C.19 DATA**

- a. "Data" means recorded information, regardless of form or the media on which it may be recorded. The term includes technical data and computer software. The term does not include information incidental to contract administration, such as financial, administrative, cost or pricing, or management information.
- b. Per FAR 27.404-1, the Government shall have unlimited rights to all data created and developed under this TO. The contractor shall deliver to the government all data, regardless of form, as requested by the government, and ensure that the government retains access and download capability of all data for any government purpose, including, but not limited to: research, investigation, transfer, or migration to other systems. Any

documentation created, developed, and provided by the contractor shall have non-proprietary markings.

- c. In order for GSA to comply with potential obligations under various statutes or regulations, the Freedom of Information Act, and any possible litigation-related evidence preservation requirements, the contractor's OMS solution shall, inherently and without additional cost to the government, enable GSA to preserve (protect from deletion or spoliation), retain, and produce OMS records in the records' entirety as well as provide a convenient and user-friendly means of documenting and authenticating after the fact that such steps (preservation, retention, and/or production) have been implemented. Any media used for backup OMS records shall similarly be capable of being preserved by the contractor and provided to the government upon request from GSA. The Contractor will not provide data to non-GSA individuals, groups, or organizations making records requests unless directed to do so by the GSA contracting Officer.
- d. GSA will provide all available technical data and artifacts from the current OMS solution after contract award or during transition.
  1. The following technical artifacts will be provided as soon as possible after contract award. Additional documents will be provided as requested (if available):
    - Requirements Documents
    - Use Cases
    - Business Process Documents
    - Design Documents
    - Interface Control Documents
    - Service Specifications
    - Mapping Documents
    - Data Dictionaries
    - Electronic Data Interchange (EDI) Transaction Specifications
    - Solution Architecture Documentation
    - Change Requests
  2. The following technical data will be provided by the incumbent during transition. Additional technical data will be provided as requested (if available):
    - Requested data from the existing system, cleansed and transformed as required
    - Documentation of any data model customizations
    - Documentation of code extensions, both OMS-internal and environmental (e.g. data cleansing specifications, interface imports/exports, etc.)
    - Documentation of inbound and outbound interfaces

- Finalized versions of system design documents such as (but not limited to) the Requirements Traceability Matrix (RTM), architecture, security, and other artifacts developed during the design and operation of the GSA OMS system
3. Documentation to be provided at the time of award will be done electronically. Code customizations which were developed as part of the GSA OMS implementation, but which have been incorporated into core Sterling functionality will become available to any future purchaser of the Sterling Order Management System suite. GSA-specific extensions will be made available to GSA and successors.
  4. The incumbent is not responsible for providing the following:
    - Knowledge transfer to successor teams, whether government or other contractor, beyond that provided in the system documentation described above
    - Assistance with migration of data to any successor system, beyond providing the format for export files along with the files to the successors
    - Data cleansing, aside from that which may be needed to correct data to meet IBM OMS's validation rules
  5. Technical documentation and associated artifacts for Defense Logistics Management System (DLMS) standards can be obtained from the following website: <http://www.dla.mil/HQ/InformationOperations/DLMS/>